



# CEPTO CITY OF EL PASO TAX OFFICE NEWSLETTER

“COMMITTED TO EMPATHIC EXCELLENCE”

## NATIONAL RECOGNITION!

Team Tax Office has received a national recognition! A person who conducts research, gathers data and interacts with Government Agencies all over the country recently sent us an email that stated: “You and

your team win the prize for being the most professional, most proficient and most enjoyable to work with.”

Way to go guys! Your commitment to quality cus-

tomers service, professionalism and excellence is being recognized and appreciated!

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## A “CAN DO” TEAM!

Team Tax Office is “cookin’”. On a daily basis, multiple members of Team Tax Office are volunteering, cooperating and innovating. Just a few recent examples include:

Belen - Identifying companies that might benefit from training in how to maintain their website portfolios

Cashiers - Designed an Information Sheet for customers to help reduce miscommunications and voided transactions

Elva and Olaya - Volunteered to clean and reorganize the supply room

Elva - As a result of being alert and double-checking, found and corrected a \$100 error

Ignacio - Now maintains the Check Register Report on the computer, eliminating the monthly 2,000 paged paper report

Ignacio - Provided the Spanish translation for the website Bulletin Board messages

Ignacio and Martha - Partnered with ACT and I.T. to consolidate multiple overpayments made by one payor into one refund check for that payor (rather than one refund check for each overpay-

ment); as a result, the number of refund checks issued in one recent month was reduced from 1483 to 1101

Ignacio, Martha, Belen, Luz, Elva - worked together to complete the Duplicate Refunds Project

Liz - Has been providing Tax Office Public Education messages to the City’s Facebook page

Maria and Michael - Are creating the Tax Office’s Public Education messages for our website Bulletin Board  
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## A "CAN DO" TEAM (*continued*)

*"Some see things as they are,*

*And ask, "Why?"*

*Others dream things that never were,*

*And say, "Why not!"*

Maria and Michael - Provided Property Tax Information Training to the GECU staff

Marisol - Due to her alertness and dedication, she identified a \$100 counterfeit bill

Nicolas - Persistently searched until he found a misplaced check

Nicolas - Volunteered to help Mary Lou process re-

fund applications

Nicolas - By staying vigilant and alert, he identified an incorrect account number on a list of accounts

Olaya and Marisol - "Held down the fort" on a short-staffed day

Olaya and Yvonne - "Held down the fort" on a short-staffed day

Yvonne - Helped develop an improved "Counterfeit kit"

Yvonne - Led a partnership with the delinquent tax law firm to improve and better coordinate bankruptcy processes

***Way to go one and all!***

***Thank you for your professionalism and commitment!***

## CUSTOMER COMPLIMENTS TO...

Jane Brunton - "Very nice" "Beautiful personality" "Welcomed us with a smile" "Very courteous and knowledgeable"

Liz Elizondo - "Very efficient" "Very patient and understanding" "Explained issues to the fullest and gave me peace of mind"

Denise Escalante - "Very friendly" "Excellent and professional" "Showed us how to set up automatic payments"

Olaya Garcia - "Courteous and professional" "Helpful and efficient" *your assistance"*

Nicolas Jacquez - "Excellent" "Went out of his way. Very nice, friendly and helpful"

Marisol McGuigan - "Excellent"

Alex Montelongo - "Excellent service"

Maria Pasillas - "Appreciate your help" "Thanks for all of

Michael Puga - Thank you for being so kind" "Great patience"

Eva Reyes - "Great person" "Knowledgeable and professional" "Friendly and explained everything clearly" "Thanks for saving us from having to make a 2nd trip"

Cathy Stern - "Thank you so much" "Wish I could clone you"

Bea Thick - "Thanks so much for helping get this resolved"

***Those who believe they can do something and those who believe they can't are both right.***  
- Henry Ford



## ALEX MONTELONGO, HOF...

Alex Montelongo has been elected to the El Paso Softball Hall of Fame. Alex played shortstop from 1969 until the mid-1990's. He was selected All League in 1970, 1971 and 1972. In 1973 he was selected to the El Paso Major League All Star Team. In 1975 Alex was chosen as the MVP of the League.

***Congratulations Alex for such an outstanding career!***

*Alex Montelongo*  
*Lying Athlete*



Alex Montelongo started playing Fast Pitch Softball in high school in 1969 and continued into the mid-1990's. The period of the late 1960's and 1970's was still the heyday of local competitive fast pitch softball. Montelongo played against the likes of great pitchers like Paul "d2Hoss" d3 Lopez, John Birkhead, Joe Munoz, Kiki Bejarano, Dub White and many other local top notch pitchers. He also had the opportunity of playing with and against some top players like Johnny Huerta, Al Mena, Charlie Smith, Nolan Richardson, Richie Gay and Larry McFarlin. He also played with stars of the 1980's like Joe and Jaime Morales, the Gomez Brothers, (Beto, Art, Abel and Tony) and Memo Olivas. Montelongo started his softball career playing CYO (Catholic Youth Organization) Fast Pitch Softball as a shortstop. He played with the Our Lady of Guadalupe Softball Team that twice won regional tournaments. He was selected All League twice in 1970 and 1971. He followed up that by playing with Providence Hospital starting in 1972 and was selected All League shortstop in 1972. In 1973 Montelongo made the El Paso Major League All Star Team. which at the time was the premier fast pitch softball league in the city and was All League and MVP of the league in 1975 and for several years as an All Star team member played against the legendary Eddie Feigner and "The King and His Court". Montelongo earned several more All Star Team honors and All League and All Tournament awards. He also played on several league championship teams in Juarez along with the El Paso Major, Industrial and Sun City Leagues. Montelongo's family consists of his wife Irma Montelongo and his daughters are Monica Martinez and Marissa Montelongo along with his brother Sam Montelongo and his sister Irma Montelongo. The family matriarch is his mom Martha Montelongo who is 87 years old and his dad is Salvador Montelongo who is now deceased.

Nominated by Rick Perez



## GREAT TRUTHS THAT LITTLE CHILDREN HAVE LEARNED:

- |  |   |  |
|--|---|--|
| 1) No matter how hard you try, you can't baptize cats.                               | 4) Never ask your 3-year old brother to hold a tomato.  | 8) You can't hide a piece of broccoli in a glass of milk.  |
| 2) When your Mom is mad at your Dad, don't let her brush your hair.                  | 5) You can't trust dogs to watch your food.             | 9) Don't wear polka-dot underwear under white shorts.      |
| 3) If your sister hits you, don't hit her back. They always catch the second person. | 6) Don't sneeze when someone is cutting your hair.      | 10) The best place to be when you're sad is Grandpa's lap. |
|  | 7) Never hold a Dust-Buster and a cat at the same time. |  |

## GREAT TRUTHS THAT ADULTS HAVE LEARNED:

- |   |  |
|---|--|
| 1) Raising teenagers is like nailing Jell-O to a tree.      | 4) Today's mighty oak is just yesterday's nut that held its ground.      |
| 2) Wrinkles don't hurt.                                     | 5) Laughing is good exercise. It's like jogging on the inside.           |
| 3) Families are like fudge...mostly sweet, with a few nuts. | 6) Middle age is when you choose your cereal for the fiber, not the joy. |

Dear past  
thank you for  
all the lessons.  
Dear future,  
I'm now ready

soyoungastobeold.com

## GREAT TRUTHS ABOUT GROWING OLD:

- 1) Growing old is mandatory; growing up is optional.
- 2) Forget the health food. I need all the preservatives I can get.
- 3) When you fall down, you wonder what else you can do while you're down there.
- 4) You're getting old when you get the same sensation from a rocking chair that you once got from a roller coaster.
- 5) It's frustrating when you know all the answers but nobody bothers to ask you the questions.
- 6) Time may be a great healer, but it's a lousy beautician.
- 7) Wisdom comes with age, but sometimes age comes alone.



## THE FOUR STAGES OF LIFE:

- 1) You believe in Santa Claus.
- 2) You don't believe in Santa Claus.
- 3) You are Santa Claus.
- 4) You look like Santa Claus.



## JUST A LITTLE HUMOR....



"The tax code isn't as complicated as most people think it is. Anyone with a staff of accountants and legal experts can figure it out."

It was spring, but it was summer I wanted.  
The warm days, and the great outdoors.

It was summer, but it was fall I wanted.  
The colorful leaves, and the cool, dry air.

It was fall, but it was winter I wanted.  
The beautiful snow, and the joy of the holiday season.

It was winter, but it was spring I wanted.  
The warmth, and the blossoming of nature.

I was a child, but it was adulthood I wanted.  
The freedom and the respect.

I was 20, but it was 30 I wanted.  
To be mature, and sophisticated.

I was middle-aged, but it was 20 I wanted.  
The youth, and the free spirit.

I was retired, but it was middle age I wanted.  
The presence of mind without limitations.

My life was over.  
But I never got what I wanted.

## ATTITUDE IS THE ANSWER

The longer I live, the more I realize the impact of attitude on life. Attitude, to me, is more important than facts. It is more important than the past, than education, than money, than circumstances, than failure, than education, than successes, than what other people think or say or do. It is more important than appearance, giftedness or skill. It will make or break a company, a church or home.

The remarkable thing is we have a choice every day regarding the attitude we will embrace for that day. We cannot change our past. We cannot change the fact that people will act in a certain way. We cannot change the inevitable. The only thing we can do is play on the strength we have, and that is our attitude.

I am convinced that life is 10 percent what happens to me and 90 percent of how I react to it. And, so it is with you. We are in charge of our attitudes.

The greatest discovery of my life is that by changing my attitude, I can change my life.

Author Unknown

## TAX OFFICE PROJECTS 2015

	PROJECT	SPONSOR	STATUS
1	Website: Re-establish Bi-lingual Services on New Website	Maria	Done
2	Create Bi-Lingual Payment Screens on Website	ACT	In Progress
3	Create Website Home Page Public Information Bulletin Board	Maria/Michael	Done
4	Ergonomically Improve Cashier Work Area	Cashiers	Preparing for Bid
5	Review Contract for Statement Printing/Mailing Services	ACT	In Progress
6	Improve Processing of Supplementals	Bea / Alex	Analysis
7	Improve Highlighting of 1.98% Credit Card Fee on Statements and Website	Yvonne / Maria	Seasonal
8	Create Procedure for Canceling Automatic Payment Date	ACT	Requested
9	Improve Speed/Accuracy/Cost of Processing Mailed-in Payments (Lockbox)	Maria	Bid Being Prepared
10	Improve Speed/Accuracy/Cost of Issuing Tax Statements (E-Statements)	Maria	Analysis
11	Improve Speed/Accuracy/Cost of Processing 20-500 Multiples Payments (Portfolio Training)	Belen/Martha/Michael	Training Being Scheduled
12	Increase (and be able to document) Citizen Use of E-payment Options	Maria	Successful Program Continuing
13	Encourage City to place "Payment Deadline Countdown Clock" on City-wide Website	Maria / P.I. Dept	Seasonal
14	Lean Review of Cashiers' Core Functions	Cashier Team	4 Process Reviews Completed
15	Re-emphasize the Importance of Entering Account Notes	Team	On-Going
16	Payment Kiosks	Maria	Preparing for Bid
17	Issue February and March Quarter-Pay Mailings	Maria	Seasonal



## TAX OFFICE PROJECTS 2015

	PROJECT	SPONSOR	STATUS
18	Streamline Late 1st Quarter Pay Plus More Payment Process	ACT	Analysis
19	Delgado Provide Written Direction Form Regarding How to Apply Payments (Which Year, etc.)	Maria	Done
20	Streamline Fiduciaries	Michael	In Progress
21	Consistent Format for Entering Fido Addresses	Michael	Analysis
22	Clean System of Expired Msg. Flag Notes	Bea / ACT	Conference Call Scheduled
23	Consistent Policy Regarding Posting a Payment as an Escrow or an Over-payment Per Customer Direction	Team	On-Going
24	Clear Up Confusion for Citizens Regarding "Code" or "Calendar" Quarter-pay Plans in ACT	ACT	Done
25	Re-phrase and Bold Quarter-Pay Message on Tax Statements	Yvonne	Seasonal
26	Train Staff Regarding Portfolio Payments	Michael / Yvonne	Imminent
27	UPK Training Modules	Yvonne / Liz	In Progress
28	Drop Down Notes for "Voids" and "Transfers"	Cathy / Yvonne	Analysis
29	Training for "Using ACT", "VIT", and "Refunds"	ACT/Maria/Luz	Preparation
30	Improve Bankruptcy Processes	Yvonne/Law Firm	Done/ Monitoring
31	Return "Website/Phone #/Office Hours" to Header of Statements/Receipts/Refund Applications	ACT	Submitted